NEAXMail® AD-64

VOICE/UNIFIED MESSAGING SYSTEM





User Guide

NEC

Reference information

To access your mailbox by phone

1. Call the voice messaging system.

   From inside your organization, dial ______________________________

   From outside your organization, dial______________________________

2. When the system greets you, enter:

   Personal ID______________________________

   Security code______________________________

To access your mailbox by computer

1. Start Mailbox Manager.

2. On the Login dialog box, enter:

   Host name ______________________________

   Personal ID______________________________

   Security code______________________________

For assistance, call ______________________________

NEC America, Inc.
Irving, TX

Contents

Introduction

Welcome to NEAXMail® AD-64, a simple yet powerful voice messaging system that can greet your callers and record your messages.

This section describes basic system tools and associated documentation.

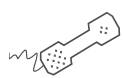
IN THIS SECTION

About this guide

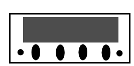
The *User Guide* explains how to manage voice, fax, and e-mail messages by phone, and how to change your mailbox settings by phone. Instructions for using voice messaging programs by computer, such as Mailbox Manager or any of the TeLANophy™ programs, can be found in the online Help for the program.

Some system features documented in this guide require additional licensed options that may not be available at your organization. Your system manager can tell you which features are available. See “Optional licensed features” on page 4.

In this guide, each procedure includes an icon to indicate how you perform the procedure:



Phone keys or speech



Soft Keys on a display phone

In addition, the following icon indicates that you can also perform the procedure by computer with Mailbox Manager:

Mailbox Manager

The menu options diagram beginning on page 146 shows the NEAXMail AD-64 menus available by phone. You can print the diagram as a quick reference for NEAXMail AD-64 features.

The *User Guide* includes space for reference information on the inside front cover. Print this page, and write the phone numbers and IDs you need to access NEAXMail AD-64.

Optional licensed features

Some system features documented in the *User Guide* require additional licensed options that may not be available at your organization. Also, some features may not be available with certain phone systems. See your system manager for details about which features are available.

The optional features are:

Mailbox Manager With Mailbox Manager, you can change your mailbox setup from any Windows® computer connected to the same network as the voice messaging system. This *User Guide* provides steps to start Mailbox Manager and work with the program for the first time. For detailed steps to change your mailbox setup with Mailbox Manager, see Mailbox Manager online Help.

ActiveFax® If your system includes ActiveFax, you can manage your faxes by phone. Your faxes are included with your voice messages, and you can deliver your faxes to a fax machine by phone. See "Sending and receiving faxes" on page 111.

Unified messaging If your system includes unified messaging, your voice and fax messages can be forwarded to your e-mail inbox automatically. You can manage all of your messages, no matter what type, with your e-mail program. For steps to manage messages in your e-mail inbox, see the documentation for your e-mail program.

Text-to-speech If your system includes text-to-speech, you can hear your e-mail messages by phone. See "Checking e-mail by phone" on page 118.

Speech recognition If your system includes speech recognition, when you call the system you can speak your commands instead of pressing keys on your phone. This *User Guide* provides steps for doing the most common messaging tasks with spoken commands. See "Using speech recognition" on page 128.

Messaging by phone

You can check messages or change your mailbox setup from any touchtone phone.

The voice messaging conversation can be customized, depending on your preference:

Menu conversation The menu conversation leads you quickly to your destination. You will hear a menu of options. Press the number associated with the option to perform a particular task. Most people use the menu conversation.

1 for Yes, 2 for No® If you prefer, ask your system manager to set your mailbox for the 1 for Yes, 2 for No conversation. Just press 1 for Yes, 2 for No to answer the easy, yes-and-no questions.

Speech recognition

If your system includes speech recognition, you can use the system with spoken commands. See "Using speech recognition" on page 128.

Shortcuts

To perform routine tasks quickly, you can enter a sequence of numbers at any time. You do not have to wait until the system finishes speaking. For a complete list of system shortcuts and menus, see "Menus and reference" on page 141.

Help

When the system conversation asks you a question, press 3 to hear a menu of available options.

Working with Mailbox Manager

Mailbox Manager is a Windows program designed to make managing your mailbox setup options fast and easy. Detailed procedures are available in the online Help for the program.

You can use the Mailbox Manager program to change your mailbox setup from a computer connected to the same network as the voice messaging system. These setup options can also be changed by phone.

Depending on your software licenses, Mailbox Manager may not be available at your organization. See your system manager for details.

With Mailbox Manager, you can change the following:

- Security code
- Recorded name
- Greetings
- Playback options
- Call transfer options
- Call screening options
- Call holding options
- Message delivery options
- Message groups

The first time you use the Mailbox Manager, you need to know the host name, your personal ID and your security code. See "To start Mailbox Manager the first time" on page 19.

Messaging from your e-mail inbox

With unified messaging, you can access your voice, fax, and e-mail messages in your e-mail inbox. All of your messages, no matter what type, are stored in your e-mail inbox.

In your e-mail inbox, a voice message is included as a WAV file attachment to an e-mail message. A fax message is included as a TIF file attachment to an e-mail message.

For steps to manage messages in your e-mail inbox, see the online Help for your e-mail program.

With ActiveFax, you can also send your e-mail messages to any fax machine. See "Sending and receiving faxes" on page 111.

If your system also includes text-to-speech, you can hear your e-mail messages by phone. The system plays any WAV file attachments as well. See "Checking e-mail by phone" on page 118.

Messaging and call management with TeLANophy

If your system includes TeLANophy™, you can manage all types of messages and phone calls visually on your computer.

The TeLANophy programs provide additional features for working with voice and fax messages from other people who also use the voice messaging system. For example, you can record and reply to voice messages, and send messages to message groups. You can address messages to other users by selecting from a list on a dialog box.

TeLANophy programs consist of:

ViewMail® All of your voice and fax messages are brought together in one window with ViewMail. You can access and prioritize your messages and respond to them by computer.

ViewMail for Microsoft® Messaging You can access all of your voice messages, faxes, and e-mail messages in your Microsoft Inbox, whether you are using Exchange, Outlook, or the Windows Messaging Inbox.

ViewMail for Lotus® Notes® You can access all of your voice messages, faxes, and e-mail messages in your Lotus Notes Inbox.

ViewMail for GroupWise® You can access all of your voice messages, faxes, and e-mail messages in your GroupWise mailbox.

ViewFax™ You can send, receive, and redirect faxes from your desktop computer.

ViewCall® Plus All of your inbound and outbound calls can be managed visually from your desktop computer. You can customize your call control by integrating ViewCall Plus with other programs, such as Microsoft's Office® suite.

Getting started

This section describes how to call the system and access your mailbox, and how to set up your mailbox for the first time.

This section also explains how to start the Mailbox Manager program to access your mailbox setup by computer. For detailed instructions about using Mailbox Manager, see the online Help for the program.

IN THIS SECTION

To access your mailbox by phone

To access your mailbox, you need to know the phone number to call the voice messaging system, your personal ID and your security code. Your system manager can provide this information.

You may need to use a different phone number, depending on whether you are calling from inside or outside your organization.

To make it easier to remember the information you need to access your mailbox, this *User Guide* includes space for reference information on the inside front cover. Print this page and write the phone numbers for calling NEAXMail AD-64 and your personal ID.

For security purposes, you may be required to change your security code. Choose a code that is easy for you to remember, but difficult for others to guess. Do not write down your security code.

The first time you call, the system asks you to answer a few questions to set up your mailbox and enroll you on the system as a subscriber. See "To enroll on the system by phone" on page 15.

See also

To access your mailbox with speech commands 129

To access your mailbox setup with Mailbox Manager 21

USING YOUR PHONE

1 Call the voice messaging system.

From inside your organization, dial ___________________________

From outside your organization, dial___________________________

2 When the system greets you, enter:

Personal ID ____

Security code ____

Use these keys at the main menu

TASK	KEY
Check new messages	4
Send a message	5
Check old messages	6
Change setup options	7

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To enroll on the system by phone

The first time you call, the system asks you a few simple questions to record your name, spell your name (if required), record a personal greeting, and set your security code. Once you have answered these questions, you are enrolled on the system as a subscriber, and your mailbox is ready to use.

To begin, you need to know the phone number to call the voice messaging system, your personal ID, and your security code. Your system manager can provide this information.

To make it easier to remember the information you need to access your mailbox, this *User Guide* includes space for reference information on the inside front cover. Print this page and write the phone numbers for calling NEAXMail AD-64 and your personal ID.

For security purposes, you may be required to change your security code. Choose a code that is easy for you to remember, but difficult for others to guess. Do not write down your security code.

After you have set up your mailbox by phone, you can use the TeLANophy programs, if they are available. Contact your system manager for details.

USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Answer the system questions. Press 1 for Yes, 2 for No. If you are not sure, press 2. You can always change the option later.
3. When the system tells you that your mailbox is set up, press 1 to confirm your settings.

Use these keys at the main menu

TASK	KEY
Check new messages	4
Send a message	5
Check old messages	6
Change setup options	7

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To use system-wide commands

The system conversation consists of these main menu options:

- Check new messages.
- Send messages.
- Review old messages.
- Change setup options.

Systemwide commands are available at several points throughout the system conversation.

If applicable, you can deliver all of your new faxes immediately by pressing 4 5 at the main menu.

USING YOUR PHONE

1. Call the voice messaging system.
2. If asked, enter your personal ID and security code.
3. As you navigate through the system menus, use the commands in the following tables.

See also

Menu options diagrams............ 146

Use these keys at the main menu

TASK	KEY
Check new messages	4
Send a message	5
Check old messages	6
Change setup options	7

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To start Mailbox Manager the first time

With Mailbox Manager, you can change your mailbox setup from any Windows® computer connected to the same network as the voice messaging system. This topic provides steps to start Mailbox Manager for the first time.

For detailed steps to change your mailbox setup with Mailbox Manager, see the online Help.

The first time you use the Mailbox Manager, you enter the host name, your personal ID and your security code in the Connect dialog box. Your system manager can provide this information.

The menu bar allows you to navigate through the screens of the Mailbox Manager.

Click “Save” frequently to save changes as you make them. If you move to another screen within Mailbox Manager without saving changes first, you are prompted to save before proceeding.

The Profile screen is where the system stores your name, extension number and other settings.

USING MAILBOX MANAGER

1 Start Mailbox Manager.

2 On the Login dialog box, enter:

Host name ________________________

Personal ID ________________________

Security code ______________________

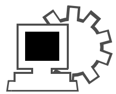
3 Click “OK.”

4 On the Profile page, select a recording device so you can record greetings and names. If your computer is equipped with a microphone and speakers, select “My computer.” Otherwise, select “My phone.”

5 Click “Save.”

To access your mailbox setup with Mailbox Manager

The first time you use the Mailbox Manager, you need to know the host name, your personal ID and your security code. Your system manager can provide this information. See "To start Mailbox Manager the first time" on page 19.



Using Mailbox Manager

1. Start Mailbox Manager.
2. On the Login dialog box, enter:

   Host name ________________________

   Personal ID ________________________

   Security code ______________________
3. Click "OK."

Checking messages

This section explains how to check your new and old messages.

Depending on licensed features, you can check your new voice, fax, or e-mail messages from any touchtone phone. You can also review old or archived messages you have already heard.

When you check a message, you can:

- Reply to the sender.
- Check the next message.
- Delete or archive a message.
- Hear when the message was sent.
- Forward the message to another subscriber.
- Skip the message.
- Repeat the message.

IN THIS SECTION

To check new messages

New messages are messages that you have not yet heard. Depending on licensed features, the system includes voice, fax, and e-mail messages in your new message stack.

The system plays all urgent messages first, then all regular messages. It also sorts your messages by sender. If the system does not know who left a message, it says that the message is “from your message box.”

After you listen to any messages from a subscriber, you can reply immediately; you do not have to dial the subscriber’s extension.

Depending on the phone system, NEAXMail AD-64 notifies you when you have new messages, either by lighting a button on your phone, or by playing a special tone. Or, NEAXMail AD-64 can call your extension. See “To change message delivery” on page 108.

Your system manager can set up special options for your mailbox to:

- Play new messages automatically each time you call the system.
- Identify you automatically when you use your assigned extension.
- Tell you how long it will take to play your messages.

See also

To review an old message 26
To receive a fax......................... 112
To check your e-mail messages by phone 119
To check your voice messages with speech 131
To check your e-mail messages with speech 133

USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 4 to check new messages. Follow the system instructions. Press 1 for Yes, 2 for No.

   TIP Press * to skip a message and save it as new.
3. Use the following commands during and after message playback.

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Slower	4	Pause or continue	8
Softer/louder	5	Fast-forward	9
Faster	6		

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Hear e-mail recipients*	3	Archive message/fax an e-mail message*	7
Reply to sender	4 4	Hear time stamp	8
Return call*	4 5	Redirect message/ deliver a fax*	9
Hear caller ID*	4 6	Save as new	0
Check next message	5	Repeat the message	#
Delete	6		

** This feature may not be available at your site.*

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To review an old message

Old messages are messages you have already heard. Depending on licensed features, the system includes voice, fax, and e-mail messages in your old message stack.

After you have heard a new message, the system saves it for a set amount of time (for example, until midnight). Or, you can archive the message to save it longer. Ask your system manager how many days your system is set to save old and archived messages.

The system plays all urgent messages first, then all regular messages. It also sorts your messages by sender. If the system does not know who left a message, it says that the message is "from your message box."

Using your phone

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 6 to check old messages. Follow the system instructions. Press 1 for Yes, 2 for No.

   TIP Press * to skip a message. Press 3 7 to archive a message. You cannot save an old message as new.
3. Use the following commands during and after message playback.

See also

To check new messages.............. 23

To check your voice messages with speech 131

To check your e-mail messages with speech 133

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Slower	4	Pause or continue	8
Softer/louder	5	Fast-forward	9
Faster	6		

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Hear e-mail recipients*	3	Delete	6
Reply to sender	4 4	Archive message/fax an e-mail message*	7
Return call*	4 5	Hear time stamp	8
Hear caller ID*	4 6	Redirect message/ deliver a fax*	9
Check next message	5	Repeat the message	#

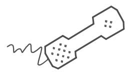
** This feature may not be available at your site.*

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To reply to a message

If a message is from another subscriber, you can send a reply. You can reply to a new or old message. You can record a reply to an e-mail message.



USING YOUR PHONE

1. While listening to a message, press 3 4. Or, after a message, press 4.
2. Record your reply after the beep. Press * to finish recording.
3. Press * to send the reply. Or, follow the conversation to edit the reply, set special delivery, or address the reply to others.
4. After you send your reply, follow the conversation to handle the original message.

See also

To check new messages 23
To review an old message 26
To check your voice messages with speech 131
To check your e-mail messages with speech 133

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Slower	4	Pause or continue	8
Softer/louder	5	Fast-forward	9
Faster	6		

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Hear e-mail recipients*	3	Delete	6
Reply to sender	4 4	Archive message/fax an e-mail message*	7
Return call*	4 5	Hear time stamp	8
Hear caller ID*	4 6	Redirect message/ deliver a fax*	9
Check next message	5	Repeat the message	#

** This feature may not be available at your site.*

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To check the next message

You can check the next message in your new or old message stack. When you check the next message, your original message is marked “old.”

Using your phone

◆ While listening to a message, press 3 5. Or, after a message, press 5.

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Slower	4	Pause or continue	8
Softer/louder	5	Fast-forward	9
Faster	6		

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Hear e-mail recipients*	3	Archive message/fax an e-mail message*	7
Reply to sender	4 4	Hear time stamp	8
Return call*	4 5	Redirect message/ deliver a fax*	9
Hear caller ID*	4 6	Save as new	0
Check next message	5	Repeat the message	#
Delete	6		

** This feature may not be available at your site.*

See also

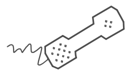
To check new messages 23
To review an old message 26
To check your voice messages with speech 131
To check your e-mail messages with speech 133

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To delete a message

You can delete a new or old voice or fax message. You can delete an e-mail message. When you delete an e-mail message by phone you also delete it from your e-mail inbox.



USING YOUR PHONE

- While listening to a message, press 3 6. Or, after a message, press 6.

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Slower	4	Pause or continue	8
Softer/louder	5	Fast-forward	9
Faster	6		

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Hear e-mail recipients*	3	Archive message/fax an e-mail message*	7
Reply to sender	4 4	Hear time stamp	8
Return call*	4 5	Redirect message/ deliver a fax*	9
Hear caller ID*	4 6	Save as new	0
Check next message	5	Repeat the message	#
Delete	6		

** This feature may not be available at your site.*

See also

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To archive a message

The system saves old messages for a set time (for example, until midnight). To keep a message for a longer period, you can archive it. The system manager can tell you how long your system saves archived messages.

You can hear your archived messages when you review old messages. The only difference between archived messages and old messages is that archived messages are saved for a longer period of time.

After you listen to an archived message, the system gives you the option of archiving the message again. You must archive the message again or it will be deleted.

NOTE Archiving is not available if you are checking e-mail messages by phone. See "Checking e-mail by phone," on page 118 for more information.

Using your phone

- While listening to a message, press 3 7. Or, after a message, press 7.

See also

To check new messages............. 23
To review an old message 26
To check your voice messages with speech 131
To check your e-mail messages with speech 133

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Slower	4	Pause or continue	8
Softer/louder	5	Fast-forward	9
Faster	6		

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Hear e-mail recipients*	3	Delete	6
Reply to sender	4 4	Archive message/fax an e-mail message*	7
Return call*	4 5	Hear time stamp	8
Hear caller ID*	4 6	Redirect message/ deliver a fax*	9
Check next message	5	Repeat the message	#

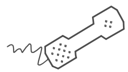
** This feature may not be available at your site.*

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To hear when a message was sent

You can hear when a message was sent.



Using your phone

◆ While listening to a message, press 3 8. Or, after a message, press 8.

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Slower	4	Pause or continue	8
Softer/louder	5	Fast-forward	9
Faster	6		

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Hear e-mail recipients*	3	Archive message/fax an e-mail message*	7
Reply to sender	4 4	Hear time stamp	8
Return call*	4 5	Redirect message/ deliver a fax*	9
Hear caller ID*	4 6	Save as new	0
Check next message	5	Repeat the message	#
Delete	6		

** This feature may not be available at your site.*

See also

To check new messages.............. 23
To review an old message 26
To check your voice messages with speech 131
To check your e-mail messages with speech 133

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To redirect (forward) a message to another subscriber

When you redirect or forward a message, you send a copy of the message to another subscriber, message group, or guest.

The system lets you:

- Record an introduction to the message.
- Edit your introduction or set special delivery options for the redirected message.

NOTE The system does not let you redirect messages that are designated as private by the original sender.

USING YOUR PHONE

1. While listening to a message, press 3 9 to interrupt it. Or, after a message, press 9.
2. Press 2 to skip recording an introduction. Otherwise, press 1, record an introduction, then press * to finish. Follow the conversation to edit the introduction or set special delivery.
3. On the phone, spell the subscriber's name. Otherwise, enter the extension number. Press 1 when you hear the name of the subscriber you want. Otherwise, press 2 to hear the next matching name.
4. Wait while the system redirects the message.
5. Press 2 to skip redirecting the message to anyone else. Otherwise, press 1, then follow the conversation to redirect the message to additional subscribers.

See also

To check new messages............. 23
To review an old message........... 26
To check your voice messages with speech...................................... 131
To check your e-mail messages with speech...................................... 133

6 After you redirect the message, follow the conversation to handle the original message.

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Slower	4	Pause or continue	8
Softer/louder	5	Fast-forward	9
Faster	6		

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Hear e-mail recipients*	3	Archive message/fax an e-mail message*	7
Reply to sender	4 4	Hear time stamp	8
Return call*	4 5	Redirect message/ deliver a fax*	9
Hear caller ID*	4 6	Save as new	0
Check next message	5	Repeat the message	#
Delete	6		

** This feature may not be available at your site.*

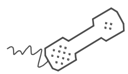
Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To skip a message and save it as new

You can skip a message in your new message stack and keep it new. You cannot skip an old or archived message and change its status to new.

If you skip an e-mail message and save it as new, it is marked as “unread” in your e-mail inbox.



Using your phone

- While listening to a message, press 3 0. Or, after a message, press 0.

See also

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Slower	4	Pause or continue	8
Softer/louder	5	Fast-forward	9
Faster	6		

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Hear e-mail recipients*	3	Archive message/fax an e-mail message*	7
Reply to sender	4 4	Hear time stamp	8
Return call*	4 5	Redirect message/ deliver a fax*	9
Hear caller ID*	4 6	Save as new	0
Check next message	5	Repeat the message	#
Delete	6		

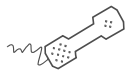
** This feature may not be available at your site.*

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To repeat a message

If necessary, you can play a message again.



USING YOUR PHONE

- While listening to a message, or after playing a message, press #.

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Slower	4	Pause or continue	8
Softer/louder	5	Fast-forward	9
Faster	6		

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Hear e-mail recipients*	3	Archive message/fax an e-mail message*	7
Reply to sender	4 4	Hear time stamp	8
Return call*	4 5	Redirect message/ deliver a fax*	9
Hear caller ID*	4 6	Save as new	0
Check next message	5	Repeat the message	#
Delete	6		

** This feature may not be available at your site.*

See also

To check new messages.............. 23
To review an old message 26
To check your voice messages with speech 131
To check your e-mail messages with speech 133

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

Changing your greetings

Callers hear a greeting before they leave a message. Your mailbox can play one of three greetings: standard, busy, or alternate. You can record your own greetings, or use the default greetings recorded in the system voice.

The types of greetings are:

Standard greeting   Your standard greeting plays when your phone is unanswered.

Alternate greeting   You can play an alternate greeting for special occasions, such as when you are out of the office or on vacation.

Busy greeting   You can play a busy greeting when you are on your phone.

Default greetings   The system includes a default standard, alternate and busy greeting.

This section explains how to use greetings. By phone, you change your greetings with setup options.

Depending on the features you have installed, you may also be able to use the Mailbox Manager program to change your greetings by computer.

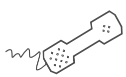
IN THIS SECTION

To change your standard greeting

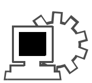
The standard greeting plays when your extension is unanswered. A typical standard greeting is: “Hello, this is Pat Green. I am not at my desk right now. Please leave a message.”

If you do not record a standard greeting in your own voice, the system plays a greeting that includes your recorded name or your extension. For example: “Pat Green is not available right now.”

During enrollment you are asked to record your own standard greeting, if desired. If you choose not to record your own greeting, when your phone is unanswered the system plays the default standard greeting. You do not have to take any additional action.



USING YOUR PHONE



You can also use Mailbox Manager.

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. To rerecord your standard greeting, press 7 4 6 1.
3. After the beep, record your greeting. Press * to stop recording.

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

See also

To switch between your standard and alternate greetings...............48
To use the default greetings........52

To change your alternate greeting

The alternate greeting is for special occasions, such as a vacation. A typical alternate greeting is: “Hello, this is Pat Green. I am out of the office today and will return tomorrow.” To use the alternate greeting, you turn it on through setup options. When your alternate greeting is active, the system plays it instead of your other greetings.

If you do not record an alternate greeting in your own voice, the system plays an alternate greeting that includes your recorded name or your extension. For example: “Pat Green is out today.”

When you record a greeting, include any special instructions for your callers. For example, if the system is configured for message notification to your pager, add the following message to your greeting: “or press 1 to beep my pager.” Or, include instructions to send you a fax, if applicable.

See also

To switch between your standard and alternate greetings 48
To use the default greetings 52

USING YOUR PHONE

You can also use Mailbox Manager.

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. To rerecord your alternate greeting, press 7 4 8 1.
3. After the beep, record your greeting. Press * to stop recording. The system plays your new greeting. To rerecord it, press 1. Otherwise, press 2.
4. To make the alternate greeting active, press 1. Otherwise, press 2.

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To switch between your standard and alternate greetings

You can switch between your standard and alternate greetings. When you switch between greetings, the other greeting becomes active.

The system stores the recording for the inactive greeting so that you can activate it again when desired.

You can also use Mailbox Manager.

Using your phone

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 4 5 to switch to your other greeting (standard or alternate).

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

See also

To change your standard greeting 45
To change your alternate greeting 46
To use the default greetings........52

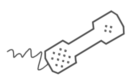
To change the greeting for when your phone is busy

Depending on your phone system, you can record a greeting for when your extension is busy. A typical busy greeting is: “Hello, this is Pat Green. I am on the phone now. Please leave a message.”

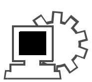
For callers to hear your busy greeting, you must activate it.

If you do not record a busy greeting in your own voice, the system plays a busy greeting that includes your recorded name or your extension. For example: “Extension 123 is busy.”

If you do not want to use a separate busy greeting, then record a standard greeting for all situations when you are unavailable. For example: “Hello, this is Pat Green. I am not available at this time. Please leave a message.”



USING YOUR PHONE



You can also use Mailbox Manager.

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. To rerecord your busy greeting, press 7 4 8 1. Press * to stop recording. The system plays your new greeting. To rerecord it, press 1. Otherwise, press 21.
3. To make the busy greeting active, press 1. Otherwise, press 2.

See also

To turn your busy greeting on or off 51

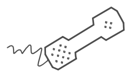
Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

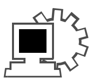
To turn your busy greeting on or off

Depending on your phone system, you can use a greeting for when your extension is busy. A typical busy greeting is: “Hello, this is Pat Green. I am on the phone now. Please leave a message.”

For callers to hear your busy greeting, you must activate it.



USING YOUR PHONE



You can also use Mailbox Manager.

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 4 8 to hear your busy greeting.
3. To skip rerecording your busy greeting, press 2. Otherwise, press 1, then record the busy greeting. Press * to stop recording. The system plays your new greeting. To rerecord it, press 1. Otherwise, press 2.
4. Press 1 to turn on your busy greeting. Press 2 to turn off your busy greeting.

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

See also

To change the greeting for when your phone is busy...................... 49

To use the default greetings

If you do not record greetings in your own voice, the system plays greetings that include your recorded name or your extension.

For example:

- For a standard greeting: “Pat Green is not available right now.”
- For a busy greeting: “Extension 1 2 3 is busy.”
- For an alternate greeting: “Pat Green is out today.”

During enrollment, you are asked to record your own standard greeting, if desired. If you choose not to record your own greeting, when your phone is unanswered the system plays the default standard greeting. You do not have to take any additional action.

To use the default alternate greeting, you must turn it on. When an alternate greeting is active, the system plays it instead of any of your other greetings. See “To switch between your standard and alternate greetings” on page 48.

For callers to hear the default busy greeting, you must turn it on. See “To turn your busy greeting on or off” on page 51.

To return to using a default standard, alternate, or busy greeting after you have recorded your own, your recording must be deleted. Ask your system manager for assistance, or delete the greeting by using Mailbox Manager.

See also

Returning calls

Depending on your system setup, you can return a call after listening to a message. You can also determine any caller ID information available for a message.

IN THIS SECTION

To return a call with Soft Keys

If your phone system supports the call return feature, you can immediately return a call to the person who left you a message. You can return a call to an outside caller, or to another subscriber.

The call return feature is available for messages left by outside callers when a caller ID phone number is provided. Your system manager can also set up the system to ask callers to enter their phone number. See "To determine caller ID information with Soft Keys" on page 59.

Depending on your phone system, you can return a call using Soft Keys on your phone. Or, you can return a call when you access your mailbox from any touchtone phone. See "To return a call with touchtone keys" on page 56.

If a returned call is not answered or if the line is busy, the system tells you that the call could not be connected. Then, the system returns you to your voice mailbox.

If you want to return to your voice mailbox after you finish talking, press the CANCEL Soft Key on your phone. Or, you can wait until the other person disconnects. If you disconnect the call first, the system does not return you to your voice mailbox.

The return call feature is available for new and old messages. The live record feature is not available during a returned call.

See also

To return a call with touchtone keys 56

To determine caller ID information with Soft Keys 59

USING SOFT KEYS

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. To hear new messages, press the Soft Key below the NEW option on the phone display. To hear old messages, press the Soft Key below the OLD option on the phone display.
3. After listening to a message, press the Soft Key below the CALL option on the phone display. If available, the system dials the phone number associated with the message.
4. To return to your mailbox at the end of the conversation, finish talking, then press the Soft Key below the CANCEL option on the phone display. Or, wait until the person you called disconnects.

To return a call with touchtone keys

If your phone system supports the call return feature, you can immediately return a call to the person who left you a message. You can also return a call to another subscriber.

The call return feature is available for messages left by outside callers when a caller ID phone number is provided. Your system manager can also set up the system to ask callers to enter their phone number. See "To determine caller ID information with Soft Keys" on page 59.

You can return a call when you access your mailbox from any touchtone phone. Or, depending on your phone system, you can return a call using Soft Keys on your phone. See "To return a call with Soft Keys" on page 54.

If a returned call is not answered or if the line is busy, the system tells you that the call could not be connected. Then, the system returns you to your voice mailbox.

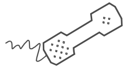
If you want to return to your voice mailbox after you finish talking, press the CANCEL Soft Key on your phone. Or, you can wait until the other person disconnects. If you disconnect the call first, the system does not return you to your voice mailbox.

The return call feature is available for new and old messages. The live record feature is not available during a returned call.

See also

To return a call with Soft Keys 54

To determine caller ID information with touchtone keys.....................60



USING YOUR PHONE

1 Call the voice messaging system. If asked, enter your personal ID and security code.

2 Press 4 to check new messages, or press 6 to check old messages. Follow the system instructions. Press 1 for Yes, 2 for No until you select the message you want.

3 Press 4 5 to return a call to the person who left a message.

4 To return to your mailbox at the end of the conversation, wait until the person you called disconnects.

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Slower	4	Pause or continue	8
Softer/louder	5	Fast-forward	9
Faster	6		

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Hear e-mail recipients*	3	Delete	6
Reply to sender	4 4	Archive message/fax an e-mail message*	7
Return call	4 5	Hear time stamp	8
Hear caller ID	4 6	Redirect message/ deliver a fax*	9
Check next message	5	Repeat the message	#

** Available only if you are using the fax or e-mail option.*

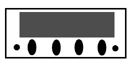
Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To determine caller ID information with Soft Keys

If your organization does not receive caller ID information from your phone service provider, your system can be set up to ask callers to enter their phone number before their call is transferred to your extension. See your system manager for more information.

Depending on your phone system, you can use Soft Keys on your phone to determine caller ID information, if available. Or, you can press touchtone keys. See "To determine caller ID information with touchtone keys" on page 60.



USING SOFT KEYS

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. To hear new messages, press the Soft Key below the NEW option on the phone display. To hear old messages, press the Soft Key below the OLD option on the phone display.
3. After listening to a message, press the Soft Key below the CID option on the phone display. If available, the system plays the phone number associated with the message.

See also

To determine caller ID information with touchtone keys

If your organization does not receive caller ID information from your phone service provider, your system can be set up to ask callers to enter their phone number before their call is transferred to your extension. See your system manager for more information.

You can press touchtone keys to hear caller ID information. Or, depending on your phone system, you can use Soft Keys on your phone to determine caller ID information, if available. See "To determine caller ID information with Soft Keys" on page 59.

USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 4 to check new messages, or press 6 to check old messages. Follow the system instructions. Press 1 for Yes, 2 for No until you select the message you want.
3. Press 4 6 to hear the phone number of the person who left a message, if available.

See also

To return a call with touchtone keys 56
To determine caller ID information with Soft Keys 59

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Slower	4	Pause or continue	8
Softer/louder	5	Fast-forward	9
Faster	6		

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Hear e-mail recipients*	3	Delete	6
Reply to sender	4 4	Archive message/fax an e-mail message*	7
Return call	4 5	Hear time stamp	8
Hear caller ID	4 6	Redirect message/ deliver a fax*	9
Check next message	5	Repeat the message	#

** Available only if you are using the fax or e-mail option.*

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

Recording conversations & monitoring messages

Depending on your phone system, you can record calls and store them as voice messages. In addition, you can monitor messages from your callers as they are being recorded.

This section explains how to use the live record and live monitor features.

IN THIS SECTION

To record a conversation with Soft Keys

If supported by your phone system, you can record a phone conversation and manage the recorded conversation just as you would a voice message. The recorded conversation is stored as a message in your voice mailbox. From there, you can review it, delete it, or add an introduction and send the recorded message to other subscribers. This feature is called "live record."

You can manage your recording sessions using Soft Keys on your phone display. Or, commands for live record can be programmed for feature keys on the phone.

> WARNING: The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some federal and state laws require some form of notification to all parties to a phone conversation, such as using a beep tone or other notification method or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties.

See also

To use live record feature keys on your phone.................................. 66

Using Soft Keys

1. During a phone conversation, press RECORD on the phone.
2. To save a recorded message to your mailbox, press END or disconnect the call.
3. To redirect the recorded message to another subscriber, enter the subscriber's extension while you are recording. The recorded message is automatically sent when you press END.

   or

   Press ADDRESS to end the recording and disconnect the call. Then follow the address conversation to redirect the message.

Use these Soft Keys during a recording session

Pause Pause and resume the recording.

Address Ends the recording and disconnects the call. Then follow the address conversation to review, delete, or address the recorded message with an optional introduction.

End End the recording without disconnecting the call. The recorded message is automatically sent to the specified address. Or, if no address is specified, the message is sent to your mailbox.

Erase Erase the recorded message without disconnecting the caller.

Rerecord Erase the existing recorded message and start a new recording.

Use these touchtone keys after a message

TASK	KEY(S)	TASK	KEY
Hear e-mail recipients	3	Archive message/fax an e-mail message*	7
Reply to sender	4 4	Hear time stamp	8
Return call	4 5	Redirect message/ deliver a fax*	9
Hear caller ID	4 6	Save as new	0
Check next message	5	Repeat the message	#
Delete	6		

** Available only if you are using the fax or e-mail option.*

To use live record feature keys on your phone

If supported by your phone system, you can record a phone conversation and manage the recorded conversation just as you would a voice message. The recorded conversation is stored as a message in your voice mailbox. From there, you can review it, delete it, or add an introduction and send the recorded message to other subscribers. This feature is called "live record."

You can manage your recording sessions using live record feature keys programmed on your phone. Or, you can use Soft Keys on your phone display. See "To record a conversation with Soft Keys" on page 63.

WARNING: The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record phone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any phone conversation. Some federal and state laws require some form of notification to all parties to a phone conversation, such as using a beep tone or other notification method or requiring the consent of all parties to the phone conversation, prior to monitoring or recording the phone conversation. Some of these laws incorporate strict penalties.

See also

To record a conversation with Soft Keys 63

USING SOFT KEYS

Press any of the following feature keys during a live record conversation:

Pause Pause and resume the recording.

Address Ends the recording and disconnects the call. Then follow the address conversation to review, delete, or address the recorded message with an optional introduction.

End End the recording without disconnecting the call. The recorded message is automatically sent to the specified address. Or, if no address is specified, the message is sent to your mailbox.

Erase Erase the recorded message without disconnecting the caller.

Rerecord Erase the existing recorded message and start a new recording.

To monitor a message as it is recorded

If the live monitor feature is supported by your phone system, you can use the speaker on your phone to listen while a caller records a message. If desired, you can pick up the handset to connect to a caller.

You can monitor messages left by outside callers. You cannot monitor messages left by other subscribers.

The phone system can be set up to allow you to monitor all of your incoming calls automatically. Or, you can press a feature key on your phone to monitor a message as desired.

To finish monitoring a message, you press the Soft Key below the CANCEL option on your phone display.

Your system manager sets up the live monitor feature for you. Then, you can turn the live monitor feature on or off through your setup options.

For example, if you are going to be out of the office and all of your messages are monitored automatically, you can turn off the live monitor feature to keep messages from playing on your speaker while you are away. See "To turn live monitor on or off" on page 71.

See also

To monitor all your messages automatically 70

To turn live monitor on or off 71

USING SOFT KEYS

1. When you hear your extension ring, wait until you see the live monitor feature key on the phone flashing red.
2. Press the live monitor feature key on the phone. The caller's message plays on the speaker as the message is being recorded.
3. To stop listening, press the Soft Key below the CANCEL option on the phone display. Or, to connect to the caller, pick up the handset.

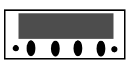
To monitor all your messages automatically

If the live monitor feature is supported by your phone system, you can use the speaker on your phone to listen while a caller records a message. If desired, you can pick up the handset to connect to a caller.

You can monitor messages left by outside callers. You cannot monitor messages left by other subscribers.

The phone system can be set up to allow you to monitor all of your incoming calls automatically. Ask your system manager to set up this feature for you. Then, you can turn the live monitor feature on or off with your setup options.

If you are going to be out of the office and all of your messages are monitored automatically, you can turn off the live monitor feature to keep messages from playing on your speaker automatically while you are away. See "To turn live monitor on or off" on page 71.



Using Soft Keys

1. When you hear your extension ring, wait until the caller's message is played on the speaker.
2. To stop listening, press the Soft Key below the CANCEL option on the phone display. Or, to connect to the caller, pick up the handset.

See also

To monitor a message as it is recorded 68

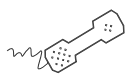
To turn live monitor on or off...... 71

To turn live monitor on or off

If the live monitor feature is supported by your phone system, you can use your phone to listen while an outside caller records a message.

If you are going to be out of the office and all of your messages are monitored automatically, you can turn off the live monitor feature to keep messages from playing on your speaker while you are away.

You can turn the live monitor feature on or off with your setup options. Depending on phone system programming, you can change this feature with Soft Keys on your work phone, or you can use any touchtone phone.



USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 7 9 to turn live monitor on or off.
3. Follow the system instructions. Press 1 for Yes, 2 for No.

See also

To monitor a message as it is recorded 68

To monitor all your messages automatically............................... 70

Sending messages

You can use a phone to:

- Send a message to one or more subscribers or guests.
- Mark a message for urgent, private, return receipt, or future delivery.
- Leave a message to a group.
- Redirect a message.
- Modify or cancel a message after leaving it.
- If available, send a message to a subscriber at another voice messaging location.

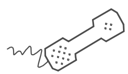
This section explains how to send messages, either by leaving the message directly in a mailbox, or by calling an extension.

IN THIS SECTION

To send a message directly to another person's mailbox

The system lets you leave voice messages for other subscribers, groups, or guests. You can leave messages directly in another person's mailbox without first calling the extension.

You can address a message by spelling the recipient's name on the phone keypad. Or, ask your system manager to set up your mailbox to allow you to address messages by extension number.



USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 5 to leave any messages.
3. On the phone, spell the subscriber's name. Otherwise, enter the extension number.

   When spelling a subscriber's last name, use a "wild card" number (typically 0 or 1) for any letter in the last name you do not know.
4. Press 1 when you hear the name of the subscriber you want. Otherwise, press 2 to hear the next matching name.
5. Record your message at the beep. The message must be at least three seconds long to be delivered.
6. Press # to start over or * to stop recording.

See also

To send a message to a group 87
To send a message to a guest subscriber 89
To send a message to a subscriber at another location 91

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To leave a message when you call an extension

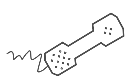
If you call a subscriber's extension and the call is unanswered, your call is automatically routed to the subscriber's mailbox where you can leave a message.

If your phone system uses identified subscriber messaging, the system automatically labels a message from your assigned extension with your name.

If your phone system does not use identified subscriber messaging or you are calling from another subscriber's extension, you need to identify yourself as a subscriber by entering your personal ID and security code.

You can also leave messages directly in a subscriber's mailbox. See "To send a message directly to another person's mailbox" on page 73.

To finish recording a message, you can press *, stop speaking, or disconnect.



Using your phone

1. Call another subscriber. When the subscriber does not answer, the call is automatically forwarded to voice mail.
2. Follow the system instructions to record your message.
   Press 1 for Yes, 2 for No.
3. Press # to start over or * to stop recording.

See also

To send a message directly to another person's mailbox 73
To send a message to a group ... 87
To send a message to a guest subscriber.................................. 89
To send a message to a subscriber at another location......................... 91

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To add to a message before sending

Depending on system settings, you can add to a message before you send it. When you add to a message, you continue recording from the end of the message.

USING YOUR PHONE

1. Address and record a message.
2. Press * to stop recording.
3. Press 4 to edit the message.
4. Press 4 to add to the end of the message. Record your additional message after the beep. Press * to stop recording.
5. Press * when you finish editing the message.
6. Press * to send the message.

To listen to a message before sending

Depending on system settings, you can listen to a message before you send it.

USING YOUR PHONE

1. Address and record a message.
2. Press * to stop recording.
3. Press 4 to edit the message.
4. Press 5 to listen to the message.
5. Press * when you finish editing the message.
6. Press * to send the message.

To rerecord a message before sending

Depending on system settings, you can rerecord a message before you send it. When you rerecord a message, your original recording is deleted.

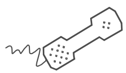
USING YOUR PHONE

1. Address and record a message.
2. Press * to stop recording.
3. Press 4 to edit the message.
4. Press 6 to rerecord the message. Rerecord your message after the beep. Press * to stop recording.
5. Press * when you finish editing the message.
6. Press * to send the message.

To send an urgent message

You can use special delivery to mark a message as urgent before you send it. An urgent message is played first, before normal priority messages.

You can mark a message as urgent when you leave a message directly in a subscriber's mailbox, or when you call an unanswered extension.

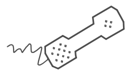


USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Follow the conversation to leave a message. Address the message, then record it.
3. Press * to stop recording.
4. Press 5 4 * to mark the message urgent.
5. Press * to send the message immediately.
6. Press 2 to finish leaving messages, or press 1 to leave another message. Follow the conversation.

To send a private message

You can use special delivery to send a private message. A private message cannot be redirected (forwarded).



USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Follow the conversation to leave a message. Address the message, then record it.
3. Press * to stop recording.
4. Press 5 5 * to mark the message private.
5. Press * to send the message.
6. Press 2 to finish leaving messages, or press 1 to leave another message. Follow the conversation.

To request a return receipt for a message

You can use special delivery to send a message and request a return receipt. NEAXMail AD-64 sends a receipt to your mailbox when the recipient listens to or opens the message. For messages sent to a message group, NEAXMail AD-64 sends a receipt for each group member.

USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Follow the conversation to leave a message. Address the message, then record it.
3. Press * to stop recording.
4. Press 5 6 * to request a return receipt.
5. Press * to send the message.
6. Press 2 to finish leaving messages, or press 1 to leave another message. Follow the conversation.

To send a message with future delivery

You can use special delivery to mark a message to be sent at a later date and time. NEAXMail AD-64 does not send the message until the specified date and time.

USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Follow the conversation to leave a message. Address the message, then record it.
3. Press * to stop recording.
4. Press 5 7 to mark the message for future delivery.
5. To send the message later today, press 0. For tomorrow, press 1. For two days later, press 2;

   or

   To enter a date, press 9. Enter the month using a number from 1 to 12. Enter the date using a number from 1 to 31.
6. Enter the time, including the hour and minutes, then press *. For A.M., press 1. For P. M., press 2. NEAXMail AD-64 confirms the date and time you specified.
7. Press * to exit special delivery.
8. Press * to send the message.
9. Press 2 to finish leaving messages, or press 1 to leave another message. Follow the conversation.

To redirect (forward) a message to another subscriber

When you redirect or forward a message, you send a copy of the message to another subscriber, message group, or guest.

The system lets you:

- Record an introduction to the message.
- Edit your introduction or set special delivery options for the redirected message.

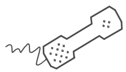
NOTE The system does not let you redirect messages that are designated as private by the original sender.

USING YOUR PHONE

1. While listening to a message, press 3 9 to interrupt it.
2. Spell the last name of the subscriber to whom you are redirecting the message.
3. Press 1 to confirm that you want to redirect the message.

To cancel a message after sending

If the recipient has not heard your last message, the system lets you cancel it. You can then record a new message.

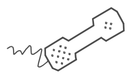


USING YOUR PHONE

1. Start to leave another message to the same subscriber.
2. If the subscriber has not yet heard your last message, the system asks if you want to review it.
3. Press 1 to review it.
4. When you hear the message you want to cancel, press 5 to cancel it.
5. Press 1 to confirm the cancellation.

To send a message to additional subscribers

After you send a message to one subscriber, you can address and send the message to others.



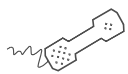
USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Follow the conversation to leave a message. Address the message, then record it.
3. Press * to stop recording.
4. Press 6 to address it to others.
5. Follow the conversation to address the message. After you select the correct name, NEAXMail AD-64 confirms that a copy of the message has been sent.
6. Repeat step 4 for each additional recipient.
7. Press * to finish addressing to others.
8. Press 2 to finish leaving messages, or press 1 to leave another message. Follow the conversation.

To send a message to a group

A message group is a mailing list of subscribers and guests. A message group makes it easier to send the same message to several subscribers at once. Your system manager can create message groups or you can create your own message groups.

You can also leave a message for more than one subscriber by addressing the message to additional subscribers. See "To send a message to additional subscribers" on page 86.



USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 5 to leave a message.
3. Spell the group name or enter the special group ID and group number.
4. Press 1 when you hear the name of the group you want. Otherwise, press 2 to hear the next matching name.
5. After the beep, record your message. The message must be at least three seconds long to be delivered. Press * to finish recording.
6. If desired, follow the system prompts to edit the message, set special delivery, or address the message to others.
7. Press * to send the message.

See also

To find out who has not yet received a group message 88
To send a message to a guest subscriber.................................... 89
To send a message to a subscriber at another location.......................... 91

To find out who has not yet received a group message

The system tells you when everyone in a group has received your message. If you do not get this confirmation, you can ask the system who in the group has not yet heard the message.

USING YOUR PHONE

1. Start to leave a new message to the group.
2. The system says that some members have not heard your last message. Press 1 to review the message.
3. Listen to the message or press 2 to interrupt it.
4. Press 2 to avoid canceling the message.
5. Press 7 to list who has not heard the message. Press * to stop the list.

See also

To send a message to a group ... 87

To send a message to a guest subscriber

You can host special clients, contacts, friends, or family on NEAXMail AD-64 by asking your system manager to add them as your guests.

Your guests can call NEAXMail AD-64, then enter a personal ID. Your guests can then leave messages directly in your mailbox without first dialing your extension.

Your system manager sets up a recorded name, personal ID, language, and message notification for a guest. Guests cannot change their recorded name or notification options by phone.

You leave a message for a guest by name or by personal ID.

To leave a message for you, your guest calls NEAXMail AD-64 then enters a personal ID. NEAXMail AD-64 greets the guest by name, then offers to record the guest's message.

If your guest wants to leave a message for another subscriber or try an extension, the guest must do so as an outside caller.

See also

To send a message directly to another person's mailbox 73

To send a message to a group 87

To send a message to a subscriber at another location......................... 91

USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 5 to leave any messages.
3. On the phone, spell the guest's name. If necessary, press # # to switch between number mode and spelling mode.

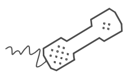
   When spelling a guest's last name, use a "wild card" number (typically 0 or 1) for any letter in the last name you do not know.
4. Press 1 when you hear the name of the guest you want. Otherwise, press 2 to hear the next matching name.
5. Record your message at the beep. The message must be at least three seconds long to be delivered.
6. Press # to start over or * to stop recording.

To send a message to a subscriber at another location

You can send messages to subscribers who use another voice messaging system at another location. To send messages to subscribers at other locations, you identify the location as well as the subscriber when addressing the message.

Your system manager can provide location names or numbers you can use.

Press # # to switch between spelling and number mode.



USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 5 to leave any messages.
3. On the phone keypad, spell the location name, then spell the subscriber's name. When spelling a subscriber's last name, use a "wild card" number (typically 0 or 1) for any letter you do not know.

   Or, if in number mode, enter the location number, then the subscriber's extension number.
4. Press 1 when you hear the name of the subscriber you want. Otherwise, press 2 to hear the next matching name.
5. Record your message at the beep. The message must be at least three seconds long to be delivered.
6. Press # to start over or * to stop recording.

See also

To send a message directly to another person's mailbox 73

To send a message to a group 87

To send a message to a guest subscriber.................................. 89

Changing message group settings

You can send a message to several subscribers at once by using message groups.

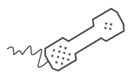
This section explains how to create and maintain message groups.

IN THIS SECTION

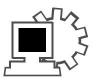
To create a message group

You can create your own message groups. When you send a message to a group, the message is sent to all members of the group. Each group you create has a number or a name.

There are two types of groups: public and private. Other subscribers can send messages to a public group. Only you can send messages to a private group.



Using your phone



You can also use Mailbox Manager.

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 5 4 to create a new group.
3. For numbered groups, enter a three-digit group number. For named groups, enter the first three letters of the group's name.
4. Record a name for the group. Press * when you are finished.
5. Press 1 to make the group a public group or 2 to make it a private group.
6. Follow the system instructions to add members to the group. You can add them by name or extension number. Guests do not have extension numbers, so add them to the group by spelling their names or by entering their personal IDs.
7. Press * when you are finished adding members.
8. Press 1 to leave a message for the group now. Otherwise, press 2.

See also

To send a message to a group 87
To add or delete group members......................................94

To add or delete group members

You can add and delete members of your message groups.

You also can delete any message group that you own, or change the group's number, spelled name, or recorded name.

USING YOUR PHONE

You can also use Mailbox Manager.

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 5 5 to edit a group.
3. Press the group name or number. Press 1 when you hear the name of the group. Otherwise, press 2 to hear the next matching name.
4. Press 4 to add members. Or, press 5 to delete members from the group.
5. When deleting group members, press the first three letters of the person's last name, or press three wild card numbers (for example, 1 1 1) to list each group member, then choose the member's name you want to delete.
6. To confirm your additions or deletions, press 1.
7. Press * when you are finished adding or deleting members.

See also

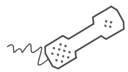
To create a message group 93

To change a group name or number 95

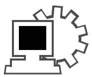
To hear your groups and group members......................................96

To change a group name or number

You can rerecord a group name, or change a group's number.



USING YOUR PHONE



You can also use Mailbox Manager.

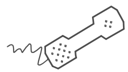
1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 5 5 to change a group name or number.
3. Press the first three letters of the group name. Or, enter the first three digits of the group number.
4. Press 1 to confirm, or press 2 to hear the name of the next group.
5. Press 7 to change the group name or group number.
6. Follow the system instructions to change the group's recorded name. Press 1 for Yes, 2 for No.

See also

To create a message group 93
To add or delete group members 94
To hear your groups and group members 96

To hear your groups and group members

You can hear a list of the groups you can send a message to. You can also hear a list of group members.



Using your phone

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 5 6 to list your groups and group members.
3. Follow the system instructions. Press 1 for Yes, 2 for No.

See also

To create a message group......... 93
To add or delete group members 94

Changing mailbox setup options

You can change most of these setup options for your personal mailbox from any touchtone phone. When you make a change, the system leads you step by step through a series of simple yes-and-no questions.

You can change:

- Security code
- Recorded and spelled names
- Call transfer
- Call screening
- Call holding
- Message delivery options
- Directory listing

You can also ask your system manager to change message playback options, call transfer options, call screening options, and call holding.

Depending on installed options, you may also be able to use the Mailbox Manager program to change your setup by computer.

IN THIS SECTION

To change your security code

Your security code prevents others from using your personal ID to listen to your messages. Change your security code as often as you like. Your security code should be three to 10 digits long.

When you change your mailbox security code, update your security code for any TeLANophy programs. See the program's online Help for steps.

If you forget your security code, contact your system manager.

Using your phone

You can also use Mailbox Manager.

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 7 4 to change your security code.
3. Follow the system instructions. Press 1 for Yes, 2 for No.

To change your recorded name

The system uses your recorded name to identify both you and your messages to other callers.

You can also use Mailbox Manager.

USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 7 5 to change your recorded name.
3. Follow the system instructions to record your name. Press 1 for Yes, 2 for No.

To change the spelling of your name

You can change your spelled name only by phone.

The system uses your spelled name for the directory. Callers can enter the first letters of your name to locate you in the directory. You can also remove your name from this directory.

USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 7 6 to change your spelled name.
3. Follow the system instructions to change your spelled name.
   Press 1 for Yes, 2 for No.

To change your playback options

You can ask your system manager to change your message playback options. These options are not available by phone.

Or, if you have the Mailbox Manager program, you can change your playback options by computer. See Mailbox Manager online Help for details.

Playback options consist of:

New e-mail messages If e-mail integration is installed, the system can include new e-mail messages when announcing the number of new messages.

Voice message length The system announces the total length, in minutes, of new voice messages.

Menu mode conversation This conversation plays menus of options. Press the number associated with the option to perform the particular task.

Yes/No conversation This conversation leads you step by step through all of your options with easy, yes-and-no questions. Press 1 for Yes, 2 for No.

Announce time stamp before messages The system plays the time and date that the message was recorded before playing the message.

Announce time stamp after messages The system plays the time and date that the message was recorded after playing the message.

To turn call transfer on or off

The system can transfer calls to your extension just as a receptionist would. When you are unavailable or on another call, the system takes a message for you. If you will be away for a while, you can turn off call transfer or have your calls transferred to a different phone number.

Turn on call transfer before transferring your calls to a different phone number. You can enter up to nine digits for the new phone number.

Your system manager can enable this feature for you. See your system manager for more information.

USING YOUR PHONE

You can also use Mailbox Manager.

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 6 4 to turn call transfer on or off.
3. Follow the system instructions. Press 1 for Yes, 2 for No.

To change the call transfer number

The system can transfer calls to your extension just as a receptionist would. You can enter up to nine digits for the new phone number.

When you are unavailable or on another call, the system takes a message for you. If you will be away for a while, you can turn off call transfer or have your calls transferred to a different phone number.

Turn on call transfer before transferring your calls to a different phone number.

Your system manager can enable this feature for you. See your system manager for more information.

You can also use Mailbox Manager.

USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 6 4 1 4 to change the number to which your calls are transferred.
3. Follow the system instructions. Press 1 for Yes, 2 for No.

To change call screening options

If available, you can ask your system manager to change your call screening options. Call screening options affect what you hear when you answer your phone.

You cannot set screening options by phone. If your system manager has set up call screening for your extension, you can turn call screening on and off by phone.

If you have the Mailbox Manager program, you can change your call screening options by computer. See Mailbox Manager online Help for details.

Call screening options consist of:

Announce before connecting caller The system plays a beep before transferring the call.

Play screened name before connecting The system asks the caller's name before ringing your extension. The system plays "Call from <caller's name spoken by the caller>" before transferring the call.

Ask me if I want to take the call The system says "Press 1 to take the call, or 2 and I'll take a message," then waits for a response from you before transferring the call.

Play screened name in voice message The system asks and plays the caller's name as above. The system adds the caller's name to the beginning of the caller's message.

Tell me who the call is for The system says, "Call for <your name>" before transferring the call.

Two or more of these options may be combined. For example, if you select “Play screened name before connecting” and “Ask me if I want to take the call,” the system asks for the caller’s name, then rings your extension. When you answer the call, the system plays the caller’s recorded name, then asks if you want to take the call.

To turn call screening on or off

If your system manager has set up call screening for your extension, you can turn call screening on and off by phone.

Call screening options affect what you hear when you answer your phone. If available, you can ask your system manager to change your call screening options. You cannot set screening options by phone.

You can also use Mailbox Manager.

USING YOUR PHONE

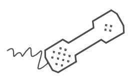
1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 6 4 1 5 to turn call screening on or off.
3. Press 1 to turn call screening on. Press 2 to turn it off.

To turn call holding on or off

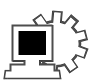
Depending on your phone system, NEAXMail AD-64 can hold a call until your extension is available. If your system manager has set up call holding for you, you can turn call holding on and off.

When call holding is turned on and your extension is busy, the system asks callers if they want to hold until you are available or to leave a message. The system also tells callers how many calls are holding ahead of theirs.

Your system manager sets the number of calls that the system can hold for you.



Using your phone



You can also use Mailbox Manager.

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 6 4 1 6 to turn call holding on or off.
3. Press 1 to turn call holding on. Press 2 to turn it off.

To change message delivery

The system can deliver messages to several different phone numbers. You can set a range of minutes, hours, and days that a message delivery phone number is in effect. You can set the system to deliver only urgent messages. You also can set the system to delay message delivery to any of the numbers.

If changing message delivery by phone, you may not be able to enter a pager number that requires special dialing characters (for example, a semicolon that represents a three-second pause). Contact your system manager for assistance.

If the system is configured for message notification to your pager, add the following message to your greeting: "or press 1 to beep my pager."

Press # to insert a one-second pause where you want the system to pause between digits that it is dialing.

Your system manager can enable this feature for you. See your system manager for more information.

Using your phone

You can also use Mailbox Manager.

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. To change your message delivery options for your:

   work phone, press 7 6 6 5 4.

   home phone, press 7 6 6 5 5.

   pager, press 7 6 6 5 6.

   spare phone, press 7 6 6 5 7.

   fax phone, press 7 6 6 5 8.
3. Press 1 to turn on delivery for that number or 2 to turn off delivery.
4. Press 4 to change the phone number. After you enter a phone number, press * to end the entry.
5. Press 5 to change the schedule, and then follow the system instructions. Press 1 for Yes, 2 for No.
6. Press 6 to change the delivery mode for messages delivered to this number, and then follow the system instructions. Press 1 for Yes, 2 for No.
7. Press 7 to change fax notification, and then follow the system instructions. Press 1 for Yes, 2 for No.
8. Change any remaining message delivery numbers by repeating the procedure.

To let callers find your extension in the directory

Your system may use automatic directory assistance, numeric directory assistance, or both, to help callers find subscribers' extension numbers.

Callers with letters on their phones can use automatic directory assistance, which identifies subscribers by their last names. All callers can use numeric directory assistance, which groups subscribers by department, location, or some other category.

Using your phone

You can also use Mailbox Manager.

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 7 7 to change your directory listing.
3. Follow the system instructions to change your spelled name. Press 1 for Yes, 2 for No.

Sending and receiving faxes

With ActiveFax, your faxes are included with your voice messages. If you are also using TeLANophy, ViewFax may also be available by computer.

ViewFax You can send, receive, and redirect faxes by computer.

Fax mail Faxes are stored in your mailbox with your other messages. Callers can record a short message to accompany each fax they send. Faxes can be forwarded from your mailbox to a fax machine by using any phone.

Print-to-fax Use the print-to-fax feature to fax documents to other subscribers, groups, personal database contacts, or other recipients.

IN THIS SECTION

To receive a fax

With ActiveFax, your faxes are stored in your mailbox as fax messages. A fax message can have two parts: a fax document and an optional voice message annotation.

Callers can record a voice annotation that you hear when you check your messages. If a fax message does not have a voice annotation, you will hear only what time the fax arrived.

A fax and its voice annotation always remain together as a single fax message. When you archive a fax message, both are archived.

Depending on your system, you may have a separate fax number or one extension for both faxes and phone calls.

Your fax mailbox can have a personal greeting. Otherwise, the system greets calls with your name or fax number.

To redirect a fax to another fax number, check your fax messages. Then request fax delivery and enter the new number. This changes the fax number for that delivery only.

You can also request that more than one fax be delivered in the same fax delivery. The system adds its own cover sheet to each delivery bundle. The cover sheet lists which faxes are included and their page lengths.

See also

To check new messages 23
To receive all your faxes with one call 114

USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 4 to check new messages. NEAXMail AD-64 plays your new voice messages, then any fax messages.
3. After listening to the fax message, press 9. While listening to the fax message, press 3 9.
4. Follow the system instructions.

To receive all your faxes with one call

You can use a shortcut to deliver all of your new faxes to your usual fax machine.

USING YOUR PHONE

1 Call the voice messaging system. If asked, enter your personal ID and security code.

2 At the main menu, press 4 5.

See also

To receive a fax 112

To change your fax delivery number or schedule

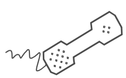
You can change the phone number where your faxes are delivered. You can also change the schedule NEAXMail AD-64 follows to deliver your faxes.

The system can deliver your faxes in three ways.

Standard delivery The system stores your faxes until you request them. When you check messages, the system tells you which faxes are waiting.

Fully automatic delivery The system automatically delivers your faxes to a fax number that you specify in your setup options. Your system manager may have already set up this option for you.

Custom delivery Other fax delivery options may be available depending on your system. Consult your system manager.



USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 6 5 8 to change your fax delivery phone number or schedule.
3. Follow the system instructions. Press 1 for Yes, 2 for No.

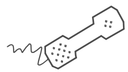
See also

To change your fax greeting 116

To change your fax notification................................117

To change your fax greeting

You can change the greeting callers hear before they send you a fax.



Using your phone

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 4 9 to change your fax greeting.
3. Follow the system instructions. Press 1 for Yes, 2 for No.

See also

To change your fax delivery number or schedule 115
To change your fax notification................................117

To change your fax notification

The system can call you at a phone number to notify you when you have new faxes waiting. You can set a range of minutes, hours, and days that a fax message delivery phone number is in effect.

Press # to insert a one-second pause where you want the system to pause between digits that it is dialing.

USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. To change your notification for your fax phone, press 7 6 5 8.
3. Press 1 to turn on delivery for the number or 2 to turn off delivery.
4. Press 4 to change the phone number. After you enter a phone number, press * to end the entry. Press 2 to continue.
5. Press 5 to change the schedule, and then follow the system instructions. Press 1 for Yes, 2 for No.

See also

To change your fax delivery number or schedule.............................. 115

To change your fax greeting.................................... 116

Checking e-mail by phone

Depending on how your system is set up, you can check your voice and fax messages through your e-mail inbox. If your voice and fax messages are delivered to your e-mail inbox, the messages are deleted from your voice mailbox to avoid duplication.

With text-to-speech technology, when you check your messages by phone, the system reads the text portion of your e-mail messages and plays any attached WAV files.

With e-mail integration, when you check voice and fax messages by phone, you can hear the number of new e-mail messages you have received. Or, you can turn off e-mail totaling.

With ActiveFax, you can fax your e-mail messages to any fax machine.

IN THIS SECTION

To check your e-mail messages by phone

E-mail integration and text-to-speech let you manage your e-mail messages by phone. For example, you can:

- Hear the e-mail message, its length, who sent it, the time it was sent, who else received it, and any attachments.
- Record a reply. Depending on the system, subscribers can hear the reply by phone or receive the reply as an e-mail attachment (WAV file).
- Redirect an e-mail message to another subscriber's e-mail inbox.
- Delete any e-mail message you have heard from the e-mail system.

To skip entering your e-mail password, press *. The system will not offer e-mail messages during the call.

If you do not have a security code for the voice messaging system, you may be asked to create one the first time you check your e-mail by phone.

NOTE The system cannot read e-mail messages sent in UTF-8 encoded HTML format. If you cannot hear an e-mail message by phone, contact your system manager.

USING YOUR PHONE

1 Call the voice messaging system. If asked, enter your personal ID and security code.

2 Press 4 to check new e-mail messages. Press 6 for e-mail messages you have already read. The system offers any new voice or fax messages first.

3 If prompted, enter your e-mail password, followed by ✱. If your password uses any letters, press # #, then refer to the password charts on page 123.

4 Follow the system instructions. Press 1 for Yes, 2 for No.

Use quick message actions such as # to repeat a message or ✱ to stop and save as new. Messages saved as new are marked unread in your e-mail inbox.

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Pause or continue	8
Backward	7	Fast-forward	9

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Hear e-mail recipients*	3	Hear time stamp	8
Reply to sender	4 4	Redirect message/ deliver a fax*	9
Check next message	5	Save as new	0
Delete	6	Repeat the message	#

** This feature may not be available at your site.*

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	✱	Previous menu	#
Answer Yes	1	Answer No	2

To hear who else received an e-mail message

You can determine who else received an e-mail message.

USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 4 to check new e-mail messages. Press 6 for e-mail messages you have already read. The system offers any new voice or fax messages first.
3. If prompted, enter your e-mail password, followed by *. If your password uses any letters, press # #, then refer to the password charts on page 123.
4. When offered the message you want to check, press 1.
5. While listening to the message, press 3 3.

To enter your e-mail password with touchtones

In addition to entering your security code, you may be required to enter your e-mail password to check your e-mail messages by phone.

If your e-mail password uses numbers only, enter the digits, followed by *. For example: press 5 4 3 *. You do not need to use the password charts on page 123.

Do not use your phone to match letters. Use the password charts on page 123.

E-mail password examples

today = # # 8 1 6 3 3 1 2 1 9 3 *
TODAY = # # 8 4 6 6 3 4 2 4 9 6 *
2day = # # 1 2 3 1 2 1 9 3 *
ToDay = # # 8 4 6 3 3 4 2 1 9 3 *

Using your phone

1. If your e-mail password contains any letters or special characters, press # # when asked.
2. Enter uppercase or lowercase letters to match your e-mail password. Refer to the password charts on page 123.
3. To enter a digit, press 1 followed by the digit. Refer to the password charts on page 123. Press ✱ to end.

Password charts

Lowercase letters

a	=	21	n	=	62
b	=	22	o	=	63
c	=	23	p	=	71
d	=	31	q	=	01
e	=	32	r	=	72
f	=	33	s	=	73
g	=	41	t	=	81
h	=	42	u	=	82
i	=	43	v	=	83
j	=	51	w	=	91
k	=	52	x	=	92
l	=	53	y	=	93
m	=	61	z	=	02
			✱	=	End

Uppercase letters

A	=	24	N	=	65
B	=	25	O	=	66
C	=	26	P	=	74
D	=	34	Q	=	04
E	=	35	R	=	75
F	=	36	S	=	76
G	=	44	T	=	84
H	=	45	U	=	85
I	=	46	V	=	86
J	=	54	W	=	94
K	=	55	X	=	95
L	=	56	Y	=	96
M	=	64	Z	=	05
			✱	=	End

Numbers

1	=	11
2	=	12
3	=	13
4	=	14
5	=	15
6	=	16
7	=	17
8	=	18
9	=	19
0	=	10
✱	=	End

Special characters

@	=	20	[	=	48
#	=	30	{	=	49
$	=	40	]	=	57
%	=	50	}	=	58
^	=	60	\	=	59
&	=	70	|	=	67
*	=	80	;	=	68
(	=	90	:	=	69
)	=	00	'	=	77
!	=	27	"	=	78
`	=	28	,	=	79
~	=	29	<	=	87
-	=	37	.	=	88
_	=	38	>	=	89
+	=	39	/	=	97
=	=	47	?	=	98
			✱	=	End

To turn your e-mail message totaling on or off

In your setup options, you can change whether e-mail messages are included in your message totals.

USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 7 8 4.
3. Press 1 to turn on e-mail totaling. Press 2 to turn off e-mail totaling.

To fax a specific e-mail message

With the system's fax features, you can deliver your e-mail messages to any fax machine. Your system manager must turn on this feature for you.

You can receive a fax of a specific e-mail message. Or, you can receive all new fax and e-mail messages plus their text attachments. See "To fax all of your e-mail messages with a single call" on page 126.

You can receive your e-mail messages at your usual fax machine. If you want to deliver your messages to a different fax machine, just enter the fax phone number.

USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 4 to check new messages. Press 6 for old messages (e-mail messages you have already read). Follow the system prompts to check any new voice or fax messages first.
3. If prompted, enter your e-mail password, followed by *. If your password uses any letters, press # #, then refer to the password charts on page 123.
4. When offered the e-mail message you want, press 1.
5. Press 3 7 to fax the message.
6. Follow the system instructions. Press 1 for Yes, 2 for No.

To fax all of your e-mail messages with a single call

With the system's fax features, you can deliver all of your e-mail messages, plus any text attachments, to any fax machine. Your system manager must turn on this feature for you.

You can receive your e-mail messages at your usual fax machine. If you want to deliver your messages to a different fax machine, just enter the fax phone number.

You can also receive a fax of a specific e-mail message. See "To fax a specific e-mail message" on page 125.

USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 4 5 to fax your e-mail messages.
3. To deliver the fax to your usual fax machine, press 1. Or to use a different fax machine, press 2 and enter the fax phone number.
4. Follow the system instructions. Press 1 for Yes, 2 for No.

To change your e-mail password

You can change your e-mail password by phone with setup options.

You can also use Mailbox Manager.

USING YOUR PHONE

1. Call the voice messaging system. If asked, enter your personal ID and security code.
2. Press 7 7 8 5.
3. Enter your current e-mail password. If your password uses numbers only, enter the numbers.

   If your e-mail password uses any letters or special characters, press # # when asked. Use the password charts on page 123.

   When you are finished, press *.
4. Enter your new e-mail password. If your new password uses numbers only, enter the numbers.

   If your e-mail password uses any letters or special characters, press # # when asked. Use the password charts on page 123.

   When you are finished, press *.
5. Enter your new e-mail password again to confirm. If your new password uses numbers only, enter the numbers.

   If your e-mail password uses any letters or special characters, press # # when asked. Use the password charts on page 123.

   When you are finished, press *.

Using speech recognition

If your system includes speech recognition, you can listen to voice, fax, or e-mail messages by speaking menu options or commands instead of pressing touchtone keys. The system leads you step by step through the speech recognition conversation.

With speech recognition, you can respond to system prompts with a few words. Just answer in your normal speaking voice. For example, say "Check new messages" or "Setup options."

To use speech recognition, the system manager must turn on the feature for you. The next time you call the system, just start speaking. You can speak commands, or press a touchtone key at any time.

IN THIS SECTION

To access your mailbox with speech commands

With speech recognition, you can access your mailbox by saying menu options and commands.

Speech recognition is available when you listen to voice, fax, or e-mail messages. For a menu option, say each level of the menu. For example, say "Setup options, greetings, switch greetings."

If desired, at any time you can press a touchtone key for a menu option. Or, to exit or return to using speech commands, press 3 at the main menu.

If the system includes e-mail integration, if asked, you can say your e-mail password. See "To enter your e-mail password with speech" on page 135.

Soft Keys

When you access the system from an internal phone with Soft Keys enabled, speech recognition is not enabled.

USING YOUR PHONE

1. Call the voice messaging system.
2. Press touchtone keys to enter your personal ID.
3. Press or say your security code. To protect your mailbox from unauthorized access, say your security code only in a secure location.

4 When you are finished saying your security code, you can say "End" to move ahead to the next prompt.

Say these commands. The words in bold are required.

SAY	OR PRESS
Yes	1
No	2
Main menu	*
Previous menu	#
Stop	*

At the main menu, use this command to turn speech mode on or off

TASK	AT THE MAIN MENU, PRESS
Switch between speech mode and touchtone mode	3

Say these commands at the main menu. The words in bold are required.

SAY	OR PRESS
Check new messages	4
Send a message	5
Check old messages	6
Change setup options	7

To check your voice messages with speech

You can check new or old messages by using spoken commands instead of touchtone keys.

Using your phone

1. Call the voice messaging system.
2. Enter your personal ID by pressing touchtone keys.
3. Press or say your security code. When you are finished saying your security code, you can say “End” to move ahead to the next prompt.
4. Say “Check new messages” or “Check old messages.” The words in bold are required.
5. Follow the instructions by responding in your normal speaking voice. See the following table for commands available during voice message playback.

Say these commands. The words in bold are required.

SAY	OR PRESS	SAY	OR PRESS
Menu options	3	Repeat	#
Slow down playback	4	Save as new	*
Adjust volume	5	Skip[2]	3 5
Speed up playback	6	Delete message	3 6
Rewind[1]	7	Archive	3 7
Pause	8	Time stamp	3 8
Fast forward	9	Redirect[3]	3 9

[1]If the message does not rewind completely, say "Repeat" to repeat the entire message.

[2]The message is marked as old or read.

[3]To cancel redirecting a message, say "End."

To check your e-mail messages with speech

With the text-to-speech feature and speech recognition, you can check e-mail messages by phone with spoken commands. NEAXMail AD-64 reads the text portion of your e-mail messages and plays any attached WAV files.

You can control e-mail message playback by speaking any of the commands on the following table.

When the system is reading who received an e-mail message or its subject, you can say “Yes” to skip ahead to the body of the message. Or, you can say “No” to save the message as new then go to the next message.

USING YOUR PHONE

1. Call the voice messaging system.
2. Enter your personal ID by pressing touchtone keys.
3. Press or say your security code. When you are finished saying your security code, you can say “End” to move ahead to the next prompt.
4. Say “Check new messages” or “Check old messages.” NEAXMail AD-64 plays any voice or fax messages first.
5. If asked for your e-mail password, enter it by following the instructions on page 135.
6. Follow the instructions by responding in your normal speaking voice. See the following tables for commands available during e-mail message playback.

Say these commands. The words in bold are required.

SAY	OR PRESS	SAY	OR PRESS
Menu options	3	Skip[2]	3 5
Rewind[1]	7	Delete message	3 6
Pause	8	Archive	3 7
Fast forward	9	Time stamp	3 8
Repeat	#	Redirect[3]	3 9
Save as new	*		

[1]If the message does not rewind completely, say "Repeat" to repeat the entire message.

[2]The message is marked as old or read.

[3]To cancel out of redirecting a message, say "End."

To enter your e-mail password with speech

With speech recognition, if your e-mail password uses numbers only, you can say the numbers. When you are finished, say "End." For example, say "Five, four, three, end."

If your e-mail password uses numbers and letters, press # # when asked, then press touchtone keys to enter the password. Refer to the password charts on page 136.

If your e-mail password uses any letters or special characters, use these charts to enter the password. If your e-mail password uses numbers only, just press or say the digits. You do not need to use the password charts.

To skip entering your e-mail password, say "End."

E-mail password examples

today = # # 8 1 6 3 3 1 2 1 9 3 *
TODAY = # # 8 4 6 6 3 4 2 4 9 6 *
2day = # # 1 2 3 1 2 1 9 3 *
ToDay = # # 8 4 6 3 3 4 2 1 9 3 *

Password charts

Lowercase letters

a	=	21	n	=	62
b	=	22	o	=	63
c	=	23	p	=	71
d	=	31	q	=	01
e	=	32	r	=	72
f	=	33	s	=	73
g	=	41	t	=	81
h	=	42	u	=	82
i	=	43	v	=	83
j	=	51	w	=	91
k	=	52	x	=	92
l	=	53	y	=	93
m	=	61	z	=	02
			✱	=	End

Uppercase letters

A	=	24	N	=	65
B	=	25	O	=	66
C	=	26	P	=	74
D	=	34	Q	=	04
E	=	35	R	=	75
F	=	36	S	=	76
G	=	44	T	=	84
H	=	45	U	=	85
I	=	46	V	=	86
J	=	54	W	=	94
K	=	55	X	=	95
L	=	56	Y	=	96
M	=	64	Z	=	05
			✱	=	End

Numbers

1	=	11
2	=	12
3	=	13
4	=	14
5	=	15
6	=	16
7	=	17
8	=	18
9	=	19
0	=	10
✱	=	End

Special characters

<table>
<tr><td>@</td><td>=</td><td>20</td><td>[</td><td>=</td><td>48</td></tr>
<tr><td>#</td><td>=</td><td>30</td><td>{</td><td>=</td><td>49</td></tr>
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<tr><td>&</td><td>=</td><td>70</td><td>|</td><td>=</td><td>67</td></tr>
<tr><td>*</td><td>=</td><td>80</td><td>;</td><td>=</td><td>68</td></tr>
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<tr><td>=</td><td>=</td><td>47</td><td>?</td><td>=</td><td>98</td></tr>
<tr><td></td><td></td><td></td><td>✱</td><td>=</td><td>End</td></tr>
</table>

To send a message with speech

NEAXMail AD-64 lets you use speech to leave voice messages for subscribers, groups, or guests. You can leave messages directly in a subscriber's mailbox, or you can call the subscriber's extension.

If you call a subscriber's extension and the call is unanswered, your call is automatically routed to the subscriber's mailbox, where you can leave a message.

If your phone system uses identified subscriber messaging, the system automatically labels a message from your assigned extension with your name.

If your phone system does not use identified subscriber messaging or you are calling from another subscriber's extension, you need to identify yourself as a subscriber by entering your personal ID and saying your security code.

If you are set up to leave messages by extension, you can say a recipient's extension number to address a message. Otherwise, spell a recipient's name using touchtone keys. To switch between entering a name or extension, press # # .

To cancel composing a message, say "End."

USING YOUR PHONE

1. Call the voice messaging system.
2. Enter your personal ID by pressing touchtone keys.
3. Press or say your security code. When you are finished saying your security code, you can say "End" to move ahead to the next prompt.
4. Say "Leave messages."
5. Using touchtone keys, spell the subscriber's name. Otherwise, say the extension number. To switch between entering a name or extension, press # # .
6. When spelling a subscriber's last name, use a "wild card" number (typically 0 or 1) for any letter in the last name you do not know.
7. Say "Yes" when you hear the name of the subscriber you want. Otherwise, say "No" to hear the next matching name.
8. Record your message at the beep. The message must be at least three seconds long to be delivered.
9. When asked, say "Send." Or, if desired, follow the prompts to edit the message, address it to others, or set special delivery options.

Say these commands. The words in bold are required.

SAY	OR PRESS
Yes	1
No	2
Main menu	*
Previous menu	#
Stop	*

At the main menu, use this command to turn speech mode on or off

TASK	AT THE MAIN MENU, PRESS
Switch between speech mode and touchtone mode	3

To say numbers, times, or dates

Speak numbers exactly, digit by digit. For a phone number, say the numbers. For a one-second pause, say “Pause.” When you are finished, say “End.”

For example, for extension 123 followed by a one-second pause, say “One, two, three, pause, end.”

For zero (0), say “zero” instead of “oh.”

To spell with letters, press touchtone keys. Or, to leave messages by saying the extension, ask your system manager.

To send a message later today, say “Today.” For tomorrow, say “One.” For two days from now, say “Two,” and so on.

For a date, say “Date,” then the month, followed by the day. For example, say “Date.” When asked, say “March.” When asked, say “Fifth.”

For the time, say the hour, then the minutes, if necessary. Include “A. M.” or “P. M.” For example, for 4:00 in the afternoon, say “Four P. M.” For 7:15 in the morning, say “Seven fifteen A. M.”

For a message delivery schedule, say the day of the week. For example, say “Monday.”

Menus and reference

You can use quick message actions while listening to a message. For example, press 3 5 to hear the next message.

After accessing your mailbox, you can use the shortcuts for specific tasks. A shortcut is your personal ID + your security code + a number sequence of menu options. For example, to turn on call transfer, enter your personal ID + your security code + 7 6 4 1.

IN THIS SECTION

Shortcuts available during message playback

While listening to a message, press 3 to hear a menu of quick message actions. Except as noted, these actions are available for both new and old messages.

After using a quick message action, you can continue with the next part of the conversation or take another action on a message. For example, you can:

Press 3 4 4 to reply to a message, then 3 5 to check the next message.

Press 3 9 to redirect a message. After you finish redirecting the message, you can press 3 4 4 to reply to the original sender. After you reply, you can press 3 6 to delete the message.

When you exit the quick message actions, the system saves your message as an old message. The system also saves your message as old when you press 3 5 to check the next message.

TASK	SHORTCUT	TASK	SHORTCUT
Reply	3 4 4	Archive	3 7
Return call	3 4 5	Hear when the message was sent	3 8
Hear Caller ID	3 4 6	Redirect	3 9
Check the next message	3 5	Save as new (new messages only)	3 0
Delete	3 6		

Shortcuts for other common tasks

Use shortcuts to accelerate your responses to the system. Press your personal ID and security code (if required), then enter the following shortcuts to do these common voice messaging tasks.

TASK	SHORTCUT	TASK	KEY
Check new messages	4	Change your security code	7 7 4
Leave a message	5	Turn call transfer off	7 6 4 2
Review old messages	6	Turn call transfer on	7 6 4 1
Change setup options	7	Change the phone number for call transfer	7 6 4 1 4
Switch personal greetings	7 4 5	Turn call screening options off	7 6 4 1 5
Change your standard greeting	7 4 6	Add a message group	7 5 4
Change your alternate greeting	7 4 7	Edit a message group	7 5 5
Change your busy greeting	7 4 8	List your message groups	7 5 6
		Change your recorded name	7 7 5

Shortcuts for fax features

Press your personal ID and security code, then enter the following shortcuts to do these tasks.

TASK	SHORTCUT
Edit your fax greeting	7 4 9
Change your fax delivery	7 6 5 8
Deliver all faxes	4 5

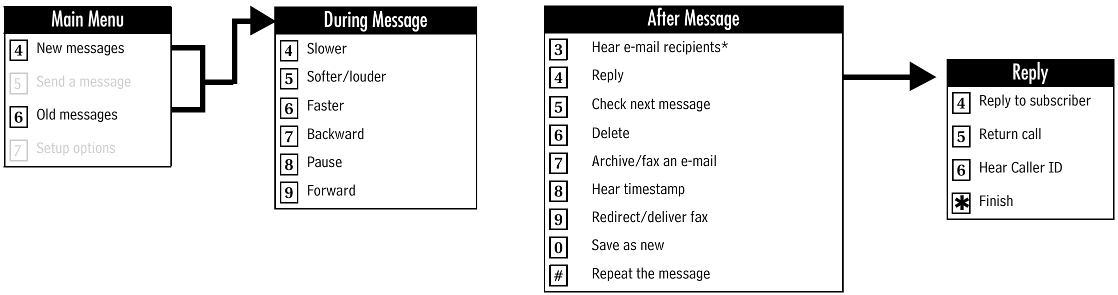
Shortcuts for e-mail integration

Enter your personal ID and security code, then enter the following shortcuts to do these tasks.

TASK	SHORTCUT
Check new e-mail messages	4 6
Check old e-mail messages	6 6
While listening to an e-mail message, to hear recipients	3 3
Turn e-mail totaling on or off	7 7 8 4
Change your e-mail password	7 7 8 5

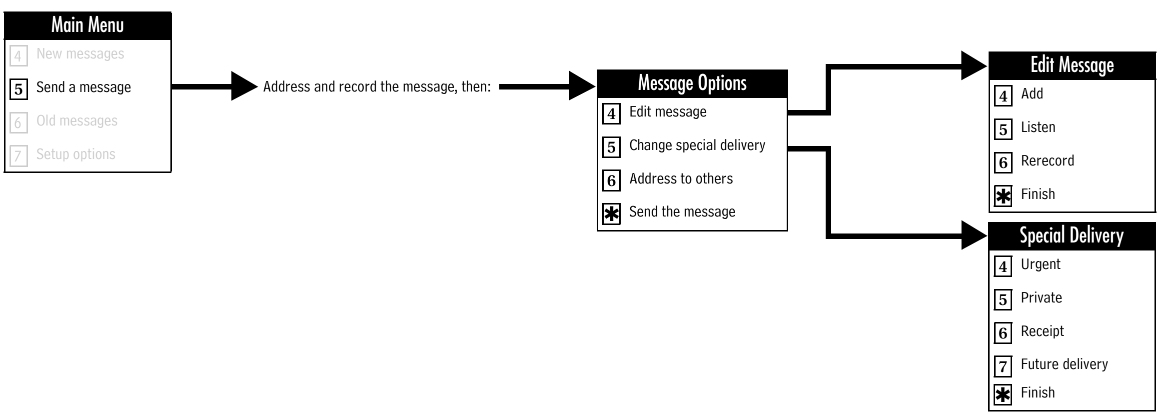
Menu options diagrams

Checking messages



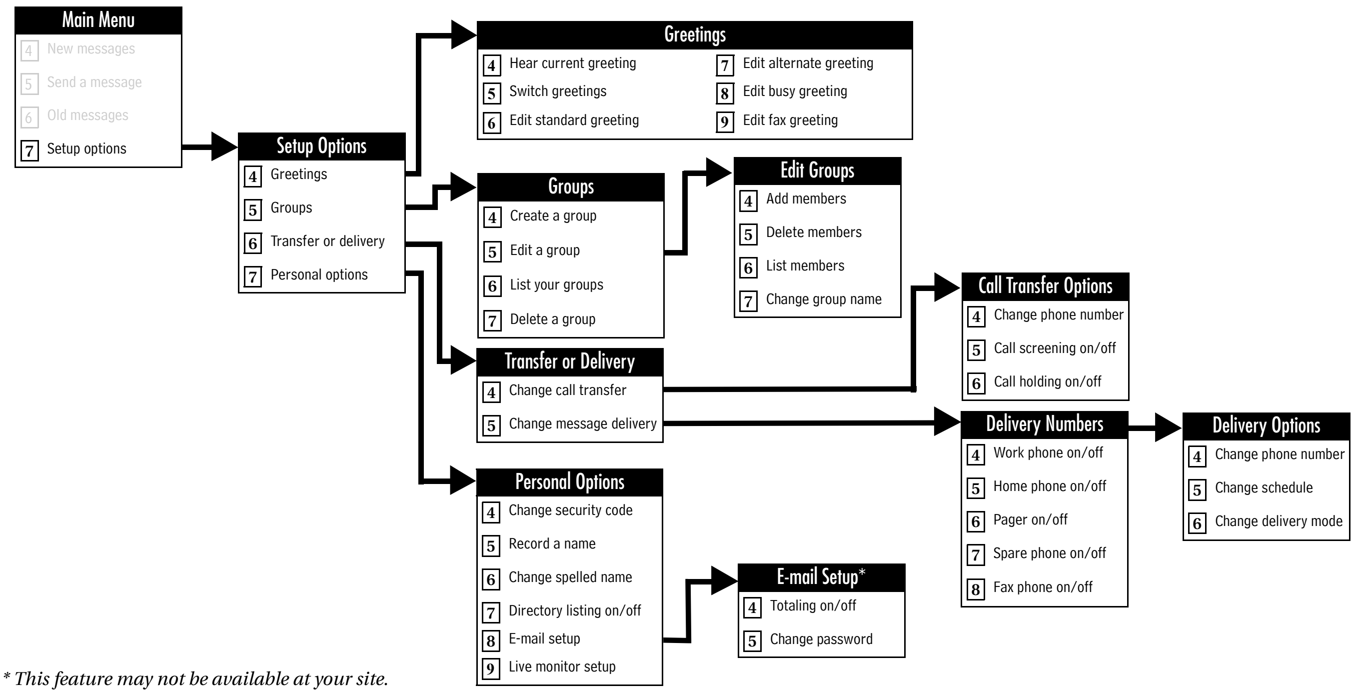
* This feature may not be available at your site.

Sending a message



Continued ➤

Changing setup options



** This feature may not be available at your site.*

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